

Manual Game Testing Report: War Thunder - Technical and UX Findings

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Platform: Steam

Game URL: https://store.steampowered.com/app/236390/War_Thunder/?l=turkish

1. Overview

This report summarizes manual QA testing performed on PC-based MMO combat simulator developed by Gaijin Entertainment *War Thunder by Gaijin Games Kft.*, focusing on both technical bugs and user experience (UX) observations.

2. Environment

- **Browser:** Google Chrome (v123.0.x)
- **OS:** Windows 10
- **Resolution:** 1920x1080
- **Test Duration:** ~2 hour

3. Bugs & Technical Issues

#	Description	Steam Comments	Reproducible?
1	Matching Problem	<p>"The level of the opposing player is generally higher"</p> <p>"Soviet aircraft and tanks are incredibly powerful, only the power balance is a problem"</p> <p>"Server problems are annoying at times"</p> <p>"Forget about finding a match and entering the match, we even have to wait 10-15 minutes to enter the game."</p> <p>"switching nations and vehicles has incredibly long loading times sometimes"</p>	

2 Balance of vehicles

“the balance of some vehicles is horrendous”
“There may be serious imbalances between some vehicles.”

3 Aircraft Mechanics

“ hotfix broke more planes than it fixed”
“explosive ammo on aircraft dont work. neither have been fixed in a week since the leviathans update”

4 Missile System

“Man, my missiles don't hit, people's missiles chase me like chasing a bear in the mountains, the guy moves his head a little when he sees what I shoot and goes crazy.”
“ata missiles are still broken”
“the Missiles in this update”
“missiles dont work”
“ have watched MULTIPLE of my missiles just explode behind enemy planes, and doing absolutely ZERO damage to them”
“Rockets Don't Work: Why is it that when I use rockets, they either miss or just don't lock on properly? ”
“. But as soon as other players launch their rockets, they hit with pinpoint accuracy every single time”
“update full of bugs cant even play air my F-5 gets constant fuel starvation and missiles just dont work”
“missiles dont proxy,”
“when firing AA missiles ”
“missile ”
“You've nerfed missiles into the ground”

	<p>“Missiles are not functioning properly after this update”</p> <p>“You have multiple IR missiles not exploding when target hit”</p> <p>“The missiles behavior are too strange. The missiles fly on everywhere without my locked target!”</p>
5 Processing and Detection System	<p>“Tanks just dont render (and dont have any sound) for you even when directly shooting or driving in your vicinity”</p>
6 In-Game Reality	<p>“Hell my F/A-18C ate a missile on the NOSE and it didn't even cause ANY flight control issues or even touch my radar.”</p> <p>“I've seen jets eat multiple missiles and keep flying with nearly no damage.”</p> <p>“this update is UNPLAYABLE, LAGS OVER LAGS; INVISIBLE TANKS”</p> <p>“the tank drives completely silent until shooting”</p> <p>“But for tank crews to be oneshot feels really weird and it gets worse the further up you go into the techtree. Either the balancing in battle ratings are off or this games "simulation" is not even near realism”</p>

The comments in quotes are entirely taken from the comments in the game's review and update section on Steam.

Test-1 Matching Problem

To measure the matchmaking issue, I clicked enter the game 35 times and the results can be seen in the table below.

Test No	Game waiting time (second)	Actual expected time (second)
1	33	10
2	51	1
3	36	5
4	39	6
5	23	31
6	39	7
7	43	15
8	27	9
9	27	37
10	23	31
11	39	3
12	25	9
13	32	4
14	37	40
15	23	17
16	42	3
17	34	21
18	23	11
19	32	35
20	45	61
21	35	13
22	34	26
23	20	1
24	34	18

25	43	23
26	32	18
27	47	1
28	30	4
29	30	6
30	43	4
31	56	17
32	34	2
33	23	3
34	14	39
35	10	32

Mean of Game waiting time = 33.66 second

Mean of Actual expected time = 20.83 second

Considering the average result of 35 trials, it can be concluded that the game can be entered faster than the given time.

Test 2 - Test 3 Aircraft Mechanics & Missile System

After reviewing the game reviews, I downloaded the game and started the game from the beginning. Since my plane was old and the missile system was not developed or I could not reach that level, I did not have the opportunity to examine the missile system. During this process, I reached videos from publishers or from YouTube that touched on the missile system in the War Thunder game. The links to the videos I reached:

Catastrophic Bug In War Thunder

<https://youtu.be/PrsUJNQzaQ8?si=Rw8h2825fVtT-mTW>

The MAIN BUG with the MISSILES STILL HAPPENING! - War Thunder

<https://youtu.be/VKfxCwo4iL8?si=0UmwTugt6kiz1g8E>

War Thunder's Missiles Broke

<https://youtu.be/YqM4KEN2SX4?si=twcuFikyIgAlaEE1>

MISSILE BUG (not doing damage) FIXED! Is it? Let's test it out! - War Thunder (Test Video)

<https://youtu.be/qwleLRFGOS8?si=QPvXlZ6vjawLz04j>

MORE BUG FIXES! No MORE ABSURD fuel STARVATION! & ASM DOING A LOT more damage! - War Thunder

<https://youtu.be/CrgHZtcODEI?si=KOTebrVaj9jDCO4a>

Test 4 - 5 Processing and Detection System & In-Game Reality

Invincible Windmill Bunker

<https://youtu.be/wEubq6x0Nh8?si=ZxCC7tyAPBVleGP>

Flying Tanks over Japan (War Thunder)

<https://youtu.be/uxO8tkX2AhU?si=k74oJSi4wpmeJwr4>

I played the game for 2 hours and I needed to play more to examine the comments claiming that missile errors were excessive, and instead of doing that, I looked at the videos prepared for this. In the same way, I scanned the videos about in-game reality and radar systems, especially the bugs that occurred with the new update. What is generally shared in the videos is that the tanks fly when they hit the tree and that the tank cannot be hit by enemy players after entering a special area and is completely invisible, this inference was made from the videos.

Test 6- Balance System of Vehicles:

The videos made in the last week have generally been about airplanes and missile systems, and when you look at vehicle balance settings, there haven't been many videos about this. Maybe this hasn't attracted much attention from content creators or people who want to bring this issue up, but it can be clearly seen in the Steam comments that attention is drawn to the balance in the game.

4. UX Feedback

- The game is really fun, when scanning the comments on Steam, players stated that people really enjoyed the game but the bugs put them off the game..
- While scanning the videos, there are some content producers who say that with the latest update, bugs that occur especially in missile systems have decreased. The missile system seriously affects the game, especially the most enjoyable aircraft battles in the game.

5. Conclusion

War Thunder is a very entertaining game among war games, offering a different perspective. Offering such excitement in the air, land and sea brings the game to a very different level. The bugs in the game have been removed from the comments that they cause players to lose interest in the game, if the bugs are fixed, players can enjoy the game more. This report was produced to learn qa and improve myself in this area. I can say that my new start to the game, my low level and not being able to reach a certain level prevented me from examining the alleged bugs in the game, and as a solution to this, I tried to examine them with videos.